Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Testing	**Sub-Process Identifier**: AS-2

Sub-Process Purpose and Objectives: Administer and manage the applicant testing process

Sub-Process Description: The testing process includes two basic types of test scheduling: immediate testing for walk-in and TEAMS applicants and all other testing.
 	
• Immediate testing – When it is determined that a walk-in or TEAMS applicant should take a computer based test, they are immediately registered and allowed to take the test if testing computers are available. The applicant takes the test online and is immediately given a test results for the test just taken if all required test components have been completed. If additional tests are to be taken that day, then the process is repeated. Once the final test for a class is taken, an FER is calculated and the applicant is added to the register for that class during the overnight batch process. If there are additional tests to be taken in the future, the applicant information is passed on in the testing process and is treated like a standard written test.
 	
• Other Testing – The process for other types of testing begins with the generation of testing letters for applicants by SEIS. The processing varies depending on the type of test and the location.
 	
    ➢ Pencil and paper testing – Some applicants are requested to take pencil and paper tests due to a lack of available computers for test administration in field offices. When the letters are generated, Personnel schedules the tests for each location and manually stamps the test date on each applicant's letter. The letters are then mailed to the applicant. If the date, location, need for disability accommodation is requested, Personnel evaluates the request, reschedules the test, and notifies the applicant of the new testing arrangements. On the test date, the applicant takes the test at the testing location. The answer sheet is scanned and processed by SEIS. Once all components of the testing have been completed, an FER is calculated, the applicant is placed on the register, and the applicant is notified of their application status.
    ➢ Computer-base testing at TEAMS locations – One option available for taking computer-based tests is to take the test at one of the nine TEAMS locations around the State. When a computer based test is required and a location other than Nashville is requested, Personnel sends the applicant a letter instructing them to call the TEAMS office to schedule the

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Testing	**Sub-Process Identifier**: AS-2

test, and enters the test registration into testing system. When the applicant arrives at the TEAMS center, the test is administered, the applicant is notified of the test results, raw scores are sent to SEIS, an FER is calculated, the applicant is placed on the register, and the applicant is notified of their application status. ➢ Computer based testing in Nashville – The applicant is sent a letter instructing them to come to the Nashville testing center during normal testing hours to take the test. When they arrive, they are registered in the testing system. Then the test is administered and the applicant is notified of the results. The scores are then sent to SEIS where an FER is calculated, the applicant is placed on the register, and the applicant is notified of their application status.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Testing required	• Applicant • Personnel

Inputs:

Input	Format	Volume/Time	Suppliers

Outputs:

Output	Format	Volume/Time	Recipients
Test results	Paper, database		Applicant
Applicant notifications	Paper		Applicant, personnel

Performance Measures Tracked:

Measure	Approx. Value	Target Value

Process Name: Applicant Services	**Process Identifier: AS**	
Sub-Process Name: Testing	**Sub-Process Identifier**: AS-2	
Laws, Regulations, and Policies That Govern Sub-Process:		
Current Sub-Process Issues/Problems:		
Improvement Opportunities:		
Opportunity *Merge cells to link one Opportunity to multiple impacts)*	**Organizational Impacts** *(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)*	
Accurate online notification of applicants test results, including component scores		
Automating the test notification process based on the testing required and the location requested		
Automatic roll-up of component scores		
Email notification to applicants of testing, results, status, etc.		
Applications that Support the Sub-process		
Application Name(s) *(Internal name and vendor's name)*	**Technology Description** *(Programming vendor, language, platform, database, etc.)*	
SEIS	See AS-1	
Testing system	See AS-1	
TEAMS	See AS-1	

Process: Applicant Services	**File:** Applicant services - final.vsd
Sub-Process: AS-2 Testing	**Date:** 12/02/02
Prepared By: Salvaggio, Teal & Associates	**Page:** 1/5

Applicant

- TS-2
- Take test
- Notify applicant of test results
- Application notification

Personnel

- TS-1
- Register applicant for immediate test
- 1
- Audit and correct test results
- 1
- Additional tests that day — N — Additional tests needed — Y — TS-3

SEIS

- Record raw score

Testing System

- Administer and score online test
- Calculate FER
- Place on register
- Notify applicant

Process: Applicant Services	**File:** Applicant services - final.vsd
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Applicant

1 → Test notification → Date and circumstances OK → N → Request change to test date, place, or method (including disability accommodations)

Y

Personnel

TS-3 → Testing notification letters → Pencil & paper test → Y → Schedule applicants for testing → Mail notification letters → Administer test

review request

N

TEAMS location → Y → TS-4

N → TS-5

Scan and correct test results

Notify applicant of denial or new arrangements → 1

SEIS

Prepare testing notification letters

Record raw scores → TS-6

Testing System

Salvaggio, Teal & Associates
Information Systems Consulting for the Public Sector

Process:	Applicant Services	File:	Applicant services - final.vsd
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Process: Applicant Services	**File:** Applicant services - final.vsd
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Applicant

- Test notification
- Take test
- Notify applicant of test results

Personnel

- TS-5
- Mail notification letters
- Audit and correct test results

SEIS

- Record raw score
- TS-6

Testing System

- Administer and score online test

Process: Applicant Services	**File:** Applicant services - final.vsd
Sub-Process: AS-2 Testing	**Date:** 12/02/02
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Applicant

Applicant notification

Personnel

SEIS

TS-6 → Calculate FER → Place on register → Notify applicant